Notice of References Cited Application/Control No. 09/773,021 Examiner C. Michelle Tarae Applicant(s)/Patent Under Reexamination BAYER ET AL. Art Unit Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	Α	US-6,937,991	08-2005	Zompa et al.	705/5
*	В	US-6,098,048	08-2000	Dashefsky et al.	705/10
*	С	US-6,963,848	11-2005	Brinkerhoff, Richard	705/10
	D	US-			
	Ε	US-			
	F	US-			
	G	US-			
	Н	US-			
	ı	US-			
	J	US-			
	К	US-			
	L	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	Z					
	0					
	P					
	α			· -		
	R					
	S					
	Т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	"Results Are In – More than 60,000 Holiday Customer Service Votes Counted In PlanetFeedback's First Annual Holiday Report Card," PR Newswire, Jan 5, 2001 [retrieved from Dialog]			
	V	"Travelocity.com Take-Offs News Media Edition," PR Newswire, Oct 4, 2000 [retrieved from Dialog]			
	w	Ostrowski et al. "Service quality and customer loyalty in the commercial airline industry," Journal of Travel Research, Fall 1993 [retrieved from Dialog]			
	x	Archived version of www.planetfeedback.com, Aug 2000 [retrieved from Internet]			

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.